

8x8 Work

An all-in-one collaboration hub for phone, video, messaging, and more...

Transform your organisation and empower your employees to work smarter, faster, and more efficiently

8x8 brings robust and secure unified communication and collaboration experiences to every employee, with the convenience of doing more from anywhere on any device.

8x8 Work is our cloud-based app that brings telephony, video meetings, and team messaging capabilities to your chosen device.

Utilise the app to create a networked organisation without silos, and gain data insights across multi-modal communications to make routine decisions seamless, build relationships, and inspire customer trust.

8x8 also enables you to manage and scale the platform from a single administration interface that also simplifies user provisioning and management.

Never miss a call again

Users enjoy enterprise-grade PBX features, including voicemail, transcription, business SMS/MMS, fax, emergency services, and more, with industry-leading global coverage in over 55 countries backed by our unmatched 99.999% uptime SLA guarantee.

Direct every call to the right person within the organisation with multi-level auto-attendant and flexible call routing rules and flows to facilitate customer conversations and improve employee productivity. Also, set up informal call queues for internal help desks for HR or IT teams with simplified call management to distribute calls efficiently.

Drive effective and engaging meetings for deeper conversations and faster decisions

Schedule, host, and manage large video meetings with up to 500 participants from a web browser, desktop, or mobile device. Live stream even larger meetings, such as company-wide meetings and town halls, directly on YouTube.

Chat with other participants, set a virtual background, record meetings, run polls, create breakout rooms, utilise live translation and closed captioning, and suppress background noise for a better meeting experience. After the meeting, access AI-generated post-meeting summaries for important highlights and key moments.

Get answers quickly and drive collaboration across teams and time zones

Give your teams a place to share information, get answers, and collaborate to get work done via 1-1 or group private and public chat rooms. Set your presence status, share links and files, and quickly access previously shared documents. Utilise @mention for time-sensitive messages, and even show a bit of your personality with custom status messages and emoji reactions.

Get more done with composed experiences for key roles

8x8 also offers composed, personalised experiences for key organisational functions, such as IT administrators, receptionists, contact centre agents, and supervisors, that streamline



Access all your communication features in one app, or the apps where you spend most of your time

Connect with customers and colleagues using the 8x8 Work app across your favorite devices. For those on the go, flip calls and meetings seamlessly from your desktop to mobile, as needed. And, for users who spend most of their time in productivity and business apps, our single integration framework supports 40+ business app integrations, including Salesforce, ServiceNow, and Microsoft Teams. So, you can access key 8x8 functionality right in the app of your choice.

Learn more about **8x8 Work** and how it can supercharge your business communications.

Key benefits

- **Integrated business communications:** Use one app for all your business communications needs. Simplify IT management by consolidating vendors, and say goodbye to app toggling. For users who need a desk phone, choose from a wide variety of certified devices.
- **One-app and one-click experience:** Unify phone calls, video meetings, and team messaging for a seamless collaboration experience. Quickly move from one mode or device to the other.
- **A modern digital workspace:** Boost employee effectiveness and productivity regardless of work styles, location, or devices.
- **Real-time visibility:** Gain actionable business insights using built-in analytics that capture historical and real-time data from all customer interactions.
- **Greater flexibility:** Add optional coaching and speech analytics features, long-reserved for contact center agents, for selected employees or all UC users.
- **Expand with 8x8 as your business needs grow:** When ready, seamlessly expand to the [8x8 Platform for CX](#) and let 8x8 be your one-stop shop for voice, video, chat, contact centre, and APIs.
- **Always available, just like your business:** Leverage an industry-leading, financially-backed, platform-wide 99.999% uptime SLA across an integrated UCaaS and CCaaS solution.
- **Optimised TCO and faster time to value:** Take advantage of persona-based mix-and-match options, vendor and licensing consolidation, and streamlined tech support.



8x8, Inc. (NASDAQ: EGHT) connects people and organizations through seamless communication on the industry's most integrated platform for Customer Experience—combining Contact Center, Unified Communication, and CPaaS APIs. The 8x8® Platform for CX integrates AI at every level to enable personalized customer journeys, drive operational excellence and insights, and facilitate team collaboration. We help customer experience and IT leaders become the heartbeat of their organizations, empowering them to unlock the potential of every interaction. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, X, and Facebook.

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